

## ***Mission Statement***

It is the mission of the Rockford Police Department to provide for the safety and welfare of the people in Rockford so that they may enjoy the benefits of being secure in their person, property and state of mind through law enforcement, peace preservation, crime prevention, traffic control, and civil rights and liberties.

## ***Vision Statement***

It is our vision to maintain and enhance the confidence and trust of those we serve, while continually expanding and strengthening our partnerships with the people of Rockford and the employees of this Department, in identifying problems, developing solutions, and establishing realistic priorities and policies.

## ***Core Values***

- A. Integrity: Integrity is the hallmark of the Rockford Police Department and we are committed to the highest performance standards, ethical conduct, and truthfulness in all relationships.
- B. Respect: We treat all persons with dignity, respect, and courtesy.
- C. Service: We provide quality service in a professional, efficient, and accessible manner.
- D. Fairness: We treat all people impartially with consideration and compassion. We are equally responsive to our employees and the citizens we serve.



# **Commendation And Complaint Procedures For The Rockford Police Department**

## Commendations

The Rockford Police Department strives to recognize excellence in service. Citizens can call the Rockford Police Department to commend the actions or performance of a Rockford Police Department employee (sworn or civilian). A citizen may contact the employee's supervisor and tell him or her about the employee's actions and why the employee's actions deserve recognition. A citizen may also write a letter to the Chief of Police about an employee's actions.

## Complaints

The Rockford Police Department is dedicated to providing the best police service to all citizens. It is the policy of the Rockford Police Department to investigate all allegations of misconduct by employees in order to determine the merit and substance of an allegation.

If you have a complaint regarding an employee (sworn or civilian) of the Rockford Police Department, first attempt to speak with the employee's supervisor. Many complaints can be resolved through the employee's direct supervisor.

Citizens who wish to sign a formal complaint can contact the Office of Professional Standards. Illinois law, 50 ILCS 725/3.8b requires that anyone filing a formal complaint against a sworn police officer must have the complaint supported by a sworn affidavit.

## Rockford Police Department Contacts

Field Services Bureau  
(Patrol Division)  
(815) 987-5824  
24 hour/7 days per week

Investigative Services Bureau  
(Detective Division)  
(815) 987-5878  
Monday-Friday 8-5

Administrative Services Bureau  
(815) 987-5839  
Monday-Friday 8-5

Office of Professional Standards  
(815) 987-5871  
Monday-Friday 8-5

Address:

Chief of Police  
Rockford Police Department  
420 West State Street  
Rockford, IL 61101-1288